

FRIENDS OF PRIORY NEWSLETTER



Update

Over the last 6-12 months we have been developing ideas for our Patient Participation group (PPG). We are keen to engage with our patient population in a variety of ways.

If you have an interest in joining the group and have a natural positivity and desire to influence positive change, we would love to hear from you, read more here:

[Friends of Priory PMG website](#)



Meeting



Save the date



26th September

We are aiming to host a face to face PPG meeting, inviting patients and representatives from other organisations such as Healthwatch. We would welcome anyone who wants to tell us more about their experience and needs from primary care.

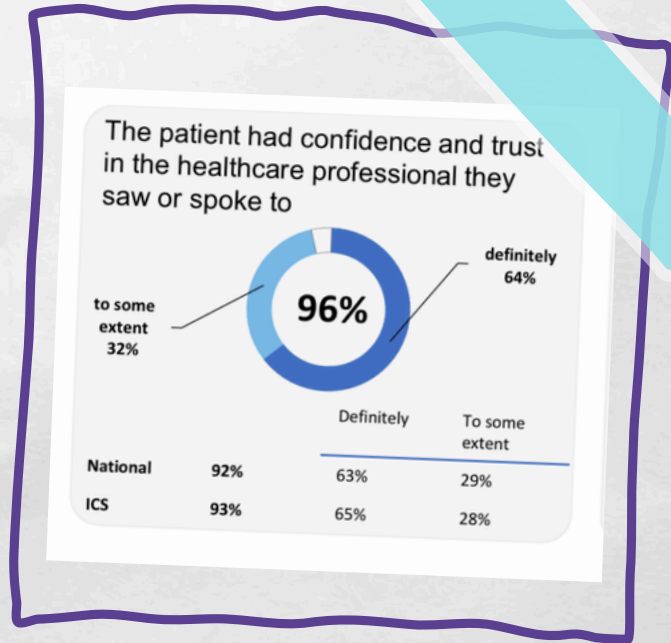
We would particularly like to hear from you if: you are a carer for one of our patients or had difficulty in using our online digital forms. We are also hoping to speak to patients who may need reasonable adjustments especially people with autism and ADHD.

This will likely be held late afternoon at our Park View surgery (28 Millfield Avenue YO10 3AB). More details will be shared soon on our website, social media and in reception areas. You can register your interest by emailing: hnyicb-voy.priorypatientexperience@nhs.net

Surveys

The results of the NHS GP patient survey were recently released. We were really pleased to see the high scores for patient experiences and were aware we would likely score less well for access to healthcare. We know that we have excellent access for digital savvy patients or those with an urgent clinical problem.

Ensuring timely access to routine/long term care remains a priority for PMG and we are looking at developing our access model over the next 12 months to support this.



Patient Feedback

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Call centre is always calm and supportive even though they are clearly facing a lot of challenges

The treatment I received was very good, I felt I was in very good hands

We send regular patient surveys so that we can see what we are doing well and what we could do better. Thank you to all our patients that take time to complete them – it really does help.

We have developed our services on the back of some of this feedback. It also lifts the PMG team to read positive messages about the service or care they have provided,

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